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Nota di contenuto	Intro -- Contents -- List of Figures -- List of Tables -- Acknowledgements -- List of Abbreviations -- Introduction: Information Technology and Public Policymaking -- 1. The Theory of Modern Bureaucracy and the Neglected Role of IT -- 2. Acquiring and Managing Government IT -- 3. The Comparative Performance of Government IT -- 4. Explaining Performance I: The Impact of Governance Institutions and Bureaucratic Cultures -- 5. Explaining performance II: Competitive Tension and the Power of the IT Industry -- 6. Taxation: Re-Modernizing Legacy IT and Getting Taxpayers Online -- 7. Social Security: Managing Mass Payment and Responding to Welfare State Change -- 8. Immigration: Technology Changes and Administrative Renewal -- 9. New Public Management Is Dead-Long Live Digital Era Governance -- Afterword: Looking Ahead on Technology Trends, Industry Organization and Government IT -- Bibliography -- Index -- A -- B -- C -- D -- E -- F -- G -- H -- I -- J -- K -- L -- M -- N -- O -- P -- Q -- R -- S -- T -- U -- V -- W -- Y -- Z.
Sommario/riassunto	This book explores the world of e-government - the use by government of IT to interact with citizens, businesses, and other governments - and the significant role of IT corporations in this

process in seven countries. Government information systems are big business (around 1.5% of GDP) and critical to all aspects of public policy and operations.